

## Transcript: Pearl

**Rojas-6406038461530112-6525448148926464**

### Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Cart. My name is Pearl. Who does it look like you're speaking with? Tashiana Hartwell. And how can I assist you? Y'all just called me about my benefits. Um... Uh, it's... I was call... Um, I was just re... returning the call. Okay. What's the name of the staffing agency you work for? TRC. And the last four digits of your social? 1130. All righty. If you can verify your address and date of birth. 515 Leawith Road, Swansea, South Carolina 29160. 4/24/1989. Okay. Then your phone number is 839-846-9303? Yes. And then your email address is 89thihartwell@gmail.com? Yes. Okay. So, yes. It looks like we were processing- ... healthcare enrollment forms today and on your form you chose that you wanted co... wanted coverage or wanted to change your plan. And then you also chose no coverage to choose not to participate. So we're just calling- No. ... to see if- I don't want to participate. I don't want no coverage at all because it's really not worth having the insurance. And I guess I accidentally clicked on it or something when I was trying to scroll down, but I don't want no coverage or anything. Okay. Because you are currently enrolled. So do you want me to cancel the coverage? Yeah, I am. I was take... I wanted to get it taken off and they had sent the form. They told me I had to refill out the form. Okay. So you want to cancel your coverage? Yes. All righty. Mm-hmm. So cancellation takes one to three weeks to process. So it's possible you see one or two more deductions, but at most it'd be two. Okay. So... All right. That's fine. All righty. Is there anything else I can assist you with? No, that's it. Thank you. Thank you so much for calling. Have a great day. You too. Bye.

### Conversation Format

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits in a Cart. My name is Pearl. Who does it look like you're speaking with?

Speaker speaker\_1: Tashiana Hartwell.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Y'all just called me about my benefits. Um... Uh, it's... I was call... Um, I was just re... returning the call.

Speaker speaker\_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker\_1: TRC.

Speaker speaker\_0: And the last four digits of your social?

Speaker speaker\_1: 1130.

Speaker speaker\_0: All righty. If you can verify your address and date of birth.

Speaker speaker\_1: 515 Leawith Road, Swansea, South Carolina 29160. 4/24/1989.

Speaker speaker\_0: Okay. Then your phone number is 839-846-9303?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then your email address is 89thihartwell@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So, yes. It looks like we were processing- ... healthcare enrollment forms today and on your form you chose that you wanted co... wanted coverage or wanted to change your plan. And then you also chose no coverage to choose not to participate. So we're just calling-

Speaker speaker\_1: No.

Speaker speaker\_0: ... to see if-

Speaker speaker\_1: I don't want to participate. I don't want no coverage at all because it's really not worth having the insurance. And I guess I accidentally clicked on it or something when I was trying to scroll down, but I don't want no coverage or anything.

Speaker speaker\_0: Okay. Because you are currently enrolled. So do you want me to cancel the coverage?

Speaker speaker\_1: Yeah, I am. I was take... I wanted to get it taken off and they had sent the form. They told me I had to refill out the form.

Speaker speaker\_0: Okay. So you want to cancel your coverage?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All righty.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: So cancellation takes one to three weeks to process. So it's possible you see one or two more deductions, but at most it'd be two.

Speaker speaker\_1: Okay. So... All right. That's fine.

Speaker speaker\_0: All righty. Is there anything else I can assist you with?

Speaker speaker\_1: No, that's it. Thank you.

Speaker speaker\_0: Thank you so much for calling. Have a great day.

Speaker speaker\_1: You too. Bye.